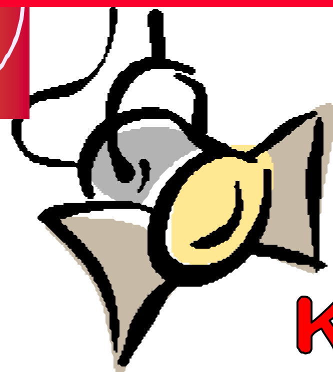
Chuck E. Cheese

Chuck E. FOCUS

October 7, 2005

Inside this issue:

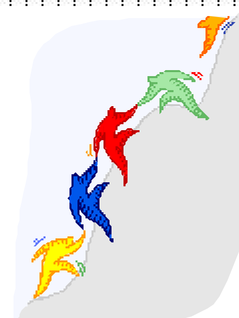


In The Spotlight...

Kerri O'Leary

Alone we can do so little; together we can do so much.

Making Magic!



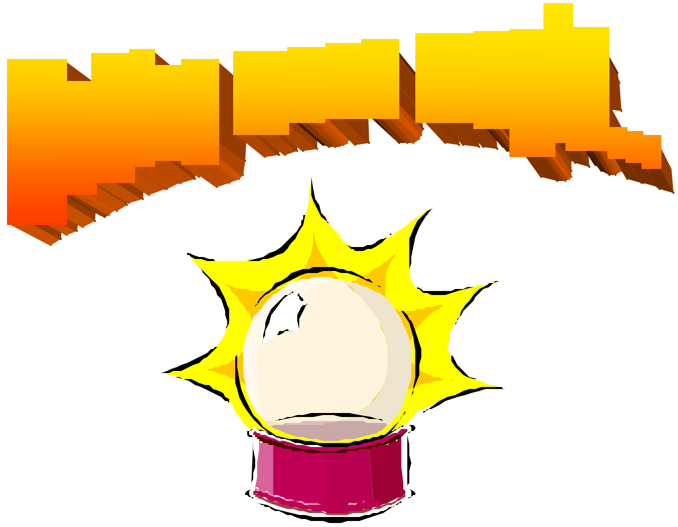
Make Magic Middletown, NJ #480

Northern Region ~ Mike Heuston's District

Great Leadership From GM ~ Thomas Duddy

My son & I have been going to this Chuck E. Cheese's for the last 3 years in **Middletown, NJ**; my son is 4 1/2. We had is 2 year party there. We enjoy it so, sometimes I think I like it more than him. Anyway, we went this past Friday night on 9/23/05. We ordered a pie and cheese bread. There was a piece of pizza left and a couple of cheese sticks. When we went to play a game, and came back to the table, the food was gone. My son was rather upset; he was not done with his meal. So I went to tm the manager and explained the situation. He was so nice and helpful that we got a pizza and cheese bread. The customer service that I experienced there was above what was needed. I really appreciate his customer service and I wanted to express my thanks and appreciation. He should get a metal for dealing with parents like me all day long. Every time I come in he always is sweet and attentive to every situation. He is an outstanding employee and should get an accolade for his efforts. So thank you for listening. I plan on going back again soon.

Chuck E. Focus



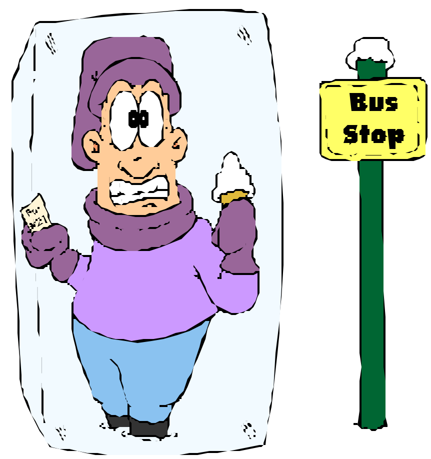
Make Magic Corpus Christi, TX #454

Southern Region ~ Mike Stevens District

Great Leadership From GM ~ Antoinette Burnside

We live in Houston,TX and due to the resent evacuation from Hurricane Rita our family ended up in **Corpus Christi, TX**. My niece turned 4 years old on Sunday and having to cancel all birthday plans we had a walk in party at Chuck E. Cheese in **Corpus Christi, TX**. We only had the birthday girl (4 yrs old), and my daughter 5 years old and six adults. We were treated very nicely and even though we had a cake they brought both girls an ice cream, and made it very fun. You should be especially proud of the employee that does the part of Chuck E. Cheese. He/She was very cheerful and put all his or her energy into all the dances and songs. It was very clean and your employees would come often to pick up any trash we might of had on the tables. Even though they were not aware of where we came from they still did an outstanding job. This location had so many more rides and games to choose from. Next visit to **Corpus Christi** we will make sure to take our kid's to Chuck E. Cheese just like we do here in Houston. Please take the time to forward this message to the **Corpus Christi** location and make them aware that they made us feel very welcome even though we were not from **Corpus Christi**.

Ice Machine Cleanings Are A "Must Do" by Facilities



The Facilities Department recommends cleaning and sanitizing your ice machine every six months for efficient operation. If it is not cleaned twice a year, it can lead to health issues, slows production, and can cause failure of the ice thickness probe. The instructions on cleaning the unit should be on the inside front panel of the ice machine head. If they are not, and you would like to clean the unit yourself, please contact Facilities for a copy.

If a unit is extremely dirty, it will need to be taken apart for cleaning and sanitizing. We recommend a licensed refrigeration company take care of that for you.

Manitowac recommends that you use only their approved Ice Machine Cleaner (part number 94-0546-3) and Sanitizer (part #94-0565-3). **DO NOT** mix these two products together! Wear rubber gloves and safety goggles when using these products.

The Ice Machine Cleaner is used to remove lime scale or other mineral deposits. The Sanitizer is used to remove algae or slime. NOTE: empty the BIN prior to cleaning the unit to avoid "splashes" into the ice. Never use anything to force ice from the evaporator, as it will damage the machine.

The ice machine primary filter cartridge should be changed out every six months as well. You may order the cartridges through the Purchasing Department.

Please contact the Facilities Department at 972/258-5643 if you have any questions. Thank you!

CEC Mushable Plush is HERE!!

* In your next Dennis Foland order, you are being drop shipped one Dozen CEC Mushable Plush, item # 54068.

* There are to be displayed on the Wall and will be sold for $19.99.

* Here are instructions on how to display the costume on the small, medium, and large wall.



Small Wall:

* Place three CEC Mushables on the very end of the first yellow shelf,
on the right side.

* Squish and mush them in a fun pose.

* Place the $19.99 price tag on the shelf



Medium Wall & Large Wall:

* Place three CEC Mushables on the very end of the first blue shelf, on the right side

* Squish and mush them in a fun pose.

* Place the $19.99 price tag on the shelf

Field Payroll Procedure Opportunities:



We appear to have a little room for improvement in our payroll handling of a couple of critical documents affecting your stores. The first opportunity is paycheck handling. The procedure is:

Unclaimed checks – keep in your store safe for 30-45 days to see if the employee will return for their check. After the holding period, cut the signature out, and write unclaimed on the face of the check. We will issue a letter to the employee notifying them of the wages. If the employee responds to the letter we will reissue the check otherwise, we will turn it over to the state based on their legal requirements.

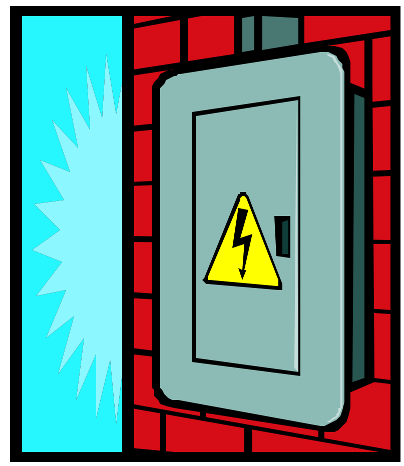
Void checks – Send the check back to payroll with your next shipment to the support center. Again, cut the signature out and write void on the face of the check. Please also include a reason for the void. We will track the reasons and try to determine if we need to change our procedures. We will reverse the entry in the payroll system once they are received.

The second opportunity involves Garnishments. If you receive a garnishment at your store, you need to forward it to the payroll department ASAP. These legal notices have a limit on the processing time allowed by the employer. If the garnishment is not forwarded in a timely manner, CEC is liable for the payment. When this occurs, payroll will notify accounting to charge the required payment expense to the store.

We are all trying to improve the process and handling of these critical documents in the field and support center. Thank you for helping us serve those who are serving the guest.

Switching breakers off at night From POS

Every morning, we are noticing an issue where more locations are turning off the breakers to the POS systems at night. This is starting to happen on a more frequent basis, and causes irreversible damage and data loss to your POS system.



All POS equipment must never be powered off at night (Register terminals included!) Any device(s) that are powered down at night will affect the nightly sales polling, processing of credit card batches, and *can cause hard drive damage*.

Please have the technician verify and ensure all breakers are clearly and properly labeled that can affect the POS system operation.

Only Management Team should be switching off the breakers at night. Please make sure all members of the management team know which breakers are to be turned off at night and which ones are not.

TRAVEL POLICY UPDATE



Effective October 3, 2005, mileage will be reimbursed at **.38 cents a mile**. Any travel expense incurred prior to October 3, 2005, will be calculated at .30 cents a mile.

Be sure you document the reason for the trip, exact mileage driven and destination.

Any questions regarding the CEC Travel Policy, please contact Venessa Vidal in the accounts payable department at 972-258-5460.

WOTC WINNERS



MIDWEST REGION

MATTESON, IL #73

NORTHERN REGION

ROCHESTER, NY #517

SOUTHERN REGION

BIRMINGHAM, AL #330

WESTERN REGION

ARLINGTON, TX #416

Complaints

Weekending October 2, 2005

Midwest Region:

685,861,794,554,714,829,323,733,763, 537 & 581

Western Region:

937,942,761,865,558,311,407,353,440,631, 364 & 310

Southern Region:

602,117,972,970,638,628,531,532,2-92, 79,412,2-437,614 & 601

Northern Region:

2-494,682,2-430,2-560,855 & 2-522

Compliments

Weekending October 2, 2005

Midwest Region:

559,606,345,47,327 & 891

Western Region:

309 & 721

Southern Region:

454 & 39

Northern Region:

499 & 480



WEEK 39



TOP TEN SALES VOLUME

LOCATION	VOLUME
1. BELL, CA #446	$74,299
2. SUN VALLEY, CA #418	$66,496
3. STOCKTON, CA #631	$61,942
4. BRONX, NY #523	$59,586
5. COPPERFIELD, TX #033	$58,530
6. VENTURA, CA #453	$58,281
7. TORRANCE, CA #465	$57,665
8. CORONA, CA #407	$56,237
9. LYNWOOD, CA #377	$54,217
10. BURBANK, CA #109	$53,906

TOP TEN SALES INCREASE

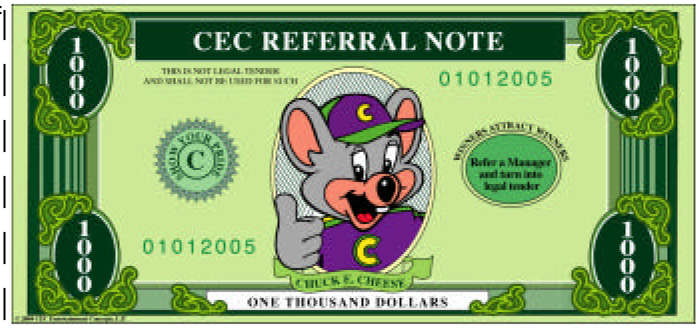
LOCATION	% INCREASE
1. PEMBROKE PINES, FL #433	69.8%
2. ORLANDO, FL #681	67.2%
3. ORLANDO, FL #722	64.7%
4. ORLANDO, FL #718	60.2%
5. LAKELAND, FL #426	59.5%
6. HOUSTON MEM, TX #731	59.4%
7. LAFAYETTE, LA #715	53.4%
8. ST. PETE, FL #460	49.9%
9. COPPERFIELD, TX #033	49.8%
10. KATY, TX #598	49.8%

Want to earn a cool $1,000??

Check out the current management and technician opportunities!!

Do you know a Winner?

Call the Referral Hotline 972-258-5552



Western Region

Bellevue, WA – Tech
Vancouver, WA – Mgr
Stockton, CA – Tech
Sacramento, CA – Mgr
San Diego, CA – Mgr
El Centro, CA – Ast Mgr
Le Mesa, CA – Mgr
Hemet - Ast Mgr
Pasadena, CA – Mgr
Corona, CA – Mgr
Glendale, CA – 2 Mgrs
Dublin, CA – Ast Mgr
Rohnert Park, CA - Mgr
Salinas, CA – Mgr, Tech
Hayward, CA — Tech
Placentia, CA – Ast Mgr
Palm Desert, CA – Mgr,Tech
Garden Grove, CA – Mgr
Pico Rivera, CA – Mgr
Las Vegas, NV – Mgr
Lubbock, TX – CC
Grand Prairie, TX – Mgr
Midland, TX – CC
Irving, TX – Mgr
Garland, TX – Mgr
Amarillo, TX – Ast Mgr
Aurora, CO – Mgr
Lonetree, CO – Mgr
Ventura, CA — Mgr

Midwest Region

Mansfield, OH – Mgr, CC, Tech
Sharonville, OH – Mgr
Rochester Hills, MI – Mgr, Tech
Troy, MI – Mgr, Tech
Roseville, MI – Mgr
Indianapolis — 2 Mgr
Bloomington, IL – Tech
Darien, IL – Mgr
Gurnee, IL – Mgr
Melrose Park, IL – Mgr
Skokie, IL – Mgr
Chicago, IL – Tech
Novi, MI — Mgr
Jonesboro, AR – CC
Little Rock, AR - Tech
Victoria, TX – Ast Mgr
Houston/Sugarland, TX – Mgr
Houston/Weseyland, TX – Tech
Sterling Heights, MI — Mgr

Southern Region

Towson, MD – Tech
Winston Salem, NC – Mgr
Florence, SC – Mgr, Tech
Gastonia, NC –Ast Mgr
Fairfax, VA – Mgr
Rocky Mount, NC – Tech, Mgr

Northern Region

Melbourne, FL – Mgr
Jensen Beach, FL – Mgr, Ast Mgr
Staten Island, NY – Mgr
Patchogue, NY – Tech
Hempstead, NY – Tech
Cherry Hill, NJ – Mgr
Mays Landing, NJ – Tech
Princeton, NJ – Mgr
Tampa, FL – Tech
Lakeland, FL – Mgr, Tech
East Orlando, FL – Tech
Ocala, FL – Mgr
St. Louis, MO – Mgr
Racine, WI – Tech
Greenbay, WI – Mgr
Janesville, WI – Mgr, Tech
Wilkes Barre, PA – Tech
Doylestown, PA – Mgr
Levittown, PA – Mgr
North Wales, PA – Mgr
Vaughan, ONT – Mgr, Tech
Kingston, ONT – Mgr
Whitby, ONT – Mgr
Warwick, RI – Mgr
New London, CT – Mgr
Orange, CT – Mgr
Waterbury, CT — Tech
Worcester, MA – Mgr
Everett, MA – Mgr
Greece, NY – Mgr
Newington, CT – Tech
Amherst, NY – Mgr
Manchester, CT — Mgr
Rochester, CT — Mgr
Bronx, NY – Mgr
Harlem, NY – Tech
Union, NJ – Mgr
N. Bergen, NJ – Tech
Albany, NY – Mgr
Wayne, NJ – Mgr

Chuck E. Cheese

4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972.258.8507
E-mail: chuckecheese.com

"Where a Kid can be a Kid!"



Tech Support

Hey Guys & Gals if you would like to share something in the Chuck E. Focus feel free to contact me directly at ext. 5448 or e-mail me at:

ebriggs@cecentertainment.com I look forward to hearing from you!

Erica Briggs

Sr. Admin, Operations



Three Stage Show Random Eprom's have been completed and should be received by all locations next week. The Eprom will come with instructions for installation and should take very little time to install. If you have any questions please call the SPT Technical Support Department at 785 862 6002.

Soon all locations Animated Character shows will be running on Random movements between shows, which may cause the compressors to run a little more then in the past. A pump test time should be run on your compressor once a month to monitor the operation of your compressor. Pump times that progressively go up will be an early sign that maintenance may be required on the compressor. If caught early can save you from expensive repair cost if the problem is allowed to continue without attention.

New to the SPT Technical Support web site are complete service manuals for the Mitsubishi Projection TV monitors.

Model # 50P-GHS91 used in the following games

Brave Fire Fighters

Club Kart

18 Wheeler

Star Wars Pod Racer

Jambo Safari

Model # 50P-GHS31 used in following games

Magical Truck

Star Wars Trilogy

Bass Fishing

Model # VS50-SE1 used in the following games

Rail Chase

Wave Runner

Model # 50P-GHS63 for the Star Wars Trilogy and at times other games.

Also new to the web site for 3 Stage Shows are following items

Updated Bit Chart

8 and 20 circuit triac driver board schematics

Organ and Sign light driver board schematics

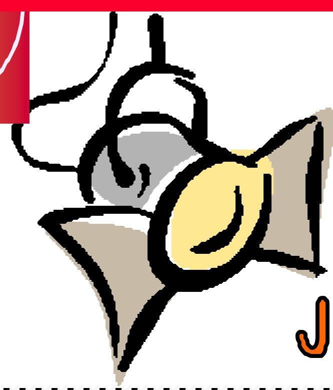
The Web Site can be reach at
WWW.BBS.CECENTERTAINMENT.COM

Chuck E. Cheese

Chuck E. FOCUS

October 14, 2005

Inside this issue:



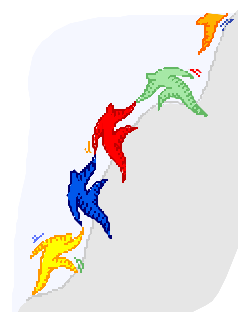
In The Spotlight...

Jackie Washington

Recognize each person for who they are.

One of a Kind.

Making Magic!

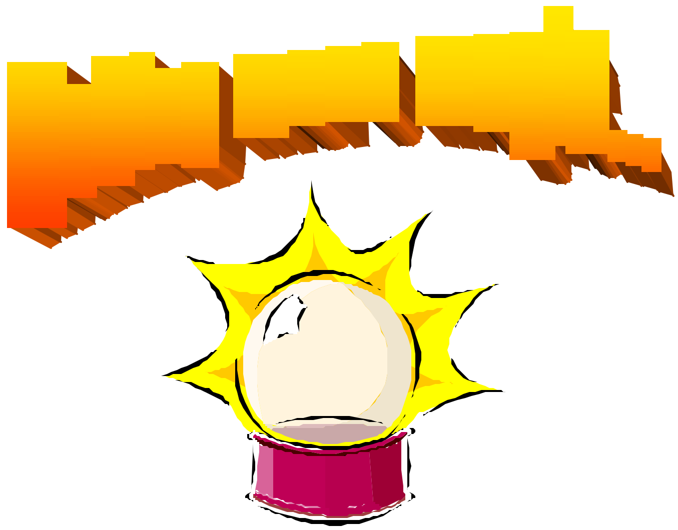


Make Magic Rochester Hills, MI #85

Midwest Region ~ Dan Blystone's District

Great Leadership From GM ~ David Brondstetter

I took my wife and son to the <u>**Rochester Hills, MI**</u> location as a reward for my son. He had saved mine and his life by waking me due to a fire in my apartment. When we went in we had his eyes covered, and the team at your store was excellent. They understood it was a surprise, and kept quiet, and stamped our hands. We then uncovered his eyes, and I told them why we brought him, and explained what he did in saving our lives, and right away one of your workers gave him some extra tokens. When we ordered the large pizza and two drink combo with an extra drink, they not only gave us the tokens that came with it, but twenty extra. When we got our food one of your personnel, asked if they could stop one of the shows, put my son on stage, and announce what he did. Of course I said yes, and they did just that, and my son got a standing ovation, he is only 4 years old. My son and I played some games, and were approached by Chuck E. Cheese himself, and he gave my son a bag with some toys in it, and the most special thing was a notebook with a personal message for my son that read "Damon! Great Job buddy you are truly a hero Love Chuck E. and his star cast". I just wanted to let you know that that was the best experience I have ever had at a food establishment and they made my son feel so special and understand what he did was a wonderful thing. I just wanted to say thank you for the wonderful experience and they truly, truly made it all worth it, every penny.



Make Magic Anchorage, AK #589

Western Region ~ Bill Brown's District

Great Leadership From GM ~ Jessica Little

I was extremely impressed with my most recent visit to the **Anchorage, AK** location. So often, it is difficult to locate an employee when assistance is needed. Today, that was not the case. I observed a gentlemen and interacted with him several times (when he brought the food to our table, asked how we were doing, brought to-go containers to us). My friends and I were discussing how surprisingly visible this employee was and available when someone needed something. After speaking with this man and commenting to him on how great our visit was, we discovered he was a new manager at the location named **Matt**. He then elaborated on some of the new things that would be occurring with this location in the future such as new paint, new carpet (had already been replaced), a remodeled kitchen, and that the upstairs would be opened (it has been closed, possibly condemned for at least a year). I am definitely looking forward to these positive changes! It was wonderful seeing **Matt** and actually having him available when we needed something. I look forward to a new and improved Chuck E. Cheese in **Anchorage**, it seems that Matt is already making a difference.

Work opportunity tax credit is available for Hurricane Katrina employees.

New law. Under KETRA, a Hurricane Katrina employee is treated as a member of a targeted group for purposes of the WOTC. A Hurricane Katrina employee is an individual who:

> ... on Aug. 28, 2005, had a principal place of abode in the Hurricane Katrina core disaster area, and who is hired during the 2-year period beginning on Aug. 28, 2005 for a position the principal place of employment of which is located in the core disaster area, or
>
> ... on Aug. 28, 2005 had a principal place of abode in the core disaster area, who is displaced from that abode because of Hurricane Katrina, and who is hired during the period beginning on Aug. 28, 2005 and ending on Dec. 31, 2005.

An individual that provides the employer with reasonable evidence that he is a Hurricane Katrina employee meets the WOTC certification requirements. The rule that denies the credit for employees who had been previously employed by the employer doesn't apply to the first hire of an employee, unless he was an employee on Aug. 28, 2005.

Proof of Home Address Documentation:

utility bill   lease   library card

food stamp award letter   rent receipt

housing authority verification

Medicaid/Medicare card   voter registration card

selective service registration card

driver's license   property tax record

public assistance records

work permit   letter from social service

landlord statement   school ID

W-4 Form   computer printout from government agencies

MARKETING REMINDER

Advertising agreements are not to be signed at the store or district level. All requests for advertising are to be directed to the marketing department at the Support Center. Even if they are free, do not agree to participate in any local advertising program. This includes "entertainment" coupon books, discount card promotions, yellow pages and local radio promotions. Feel free to refer all calls to Dalia Perez in Marketing at 972/257-3056.

A MESSAGE FROM THE ENTERTAINMENT DEPT.

The Summer 2005 is no longer a valid show. Please send your Summer 2005 show along with any other invalid shows back to the support center marked Attn: SHOW RETURN. Thanks for all your hard work.

FROM CINDY MURRAY IN RECRUITING...

It is my pleasure to announce the promotion of Sandra Sweatt to Regional Recruiter. She has been an excellent Internet Recruiter and will now be recruiting in Mark Wallace and Randy Forsythe's region Please join me in congratulating Sandra on her well deserved promotion at extension 6158.

Scrapbook Sale

The CEC Scrapbook pages are changing price. They are now going to be sold for **$3.99.** Wow what a great deal! Once they are gone, they are gone!



You will be receiving-

- One neon diamond
- Drop shipment of Scrapbooks:
  - 50 stores = 2 cases
  - 150 stores = 1 case
  - 200 stores = 48 pieces

(Canada and Franchises will not be receiving a drop shipment)

What you need to do-

- Keep the scrapbook display on the counter.
- Place the neon diamond over the $5.99 price.



- Place a $3.99 price tag on top of the diamond, as shown in the picture.
- Sell Sell Sell and don't forget those birthday guest!

Cancer

From Benefits

Cancer is the second leading cause of death in the United States, after heart disease. Learning more about cancer and what you can do to prevent and detect it can help improve your long-term health and overall well-being.

What is cancer?

Cancer is distinguished by abnormal cells growing and spreading uncontrollably in the body. These abnormal cells multiply and form tumors that may attack and destroy normal cells. Often, tumors spread from their primary site to a different part of the body, which is called metastasis.

What are risk factors?

A risk factor is anything that increases someone's chance of developing a disease. However, just because someone displays risk factors for cancer does not necessarily mean that he or she will develop cancer. Risk factors vary between cancers, but may include:

- Smoking
- Heavy use of alcohol
- Family history
- High fat diet

How can I prevent cancer?

Living a healthy lifestyle may help prevent many cancers. For example, smoking and heavy use of alcohol are two risk factors that, if eliminated, can help reduce the risk of lung, mouth, throat and other cancers. In addition, avoiding the sun's harmful rays can prevent skin cancer. Maintaining a healthy, well-balanced diet is also important.

What are the signs of cancer?

Signs vary with each cancer type. Be aware of any unusual changes in your body. See your doctor if you discover anything that seems out of the ordinary.

How is cancer detected?

Regular checkups are important. There are tests that can help detect cancer in its earliest stages—mammograms for breast cancer; fecal occult blood tests, sigmoidoscopies and colonoscopies for colorectal cancer; Pap tests for cervical cancer; and digital rectal exams for prostate cancer.

What are the treatment options?

Cancer can be treated with chemotherapy, radiation, hormone therapy, immunotherapy, surgery or a combination of any of these treatments. If you are diagnosed with cancer, talk with your doctor about the options that are right for your situation.

Cancer Resources

If you or someone close to you is facing a cancer diagnosis, it's natural to feel worried or uncertain. You may be looking for information about your condition or treatment options. Or, maybe you just would like to talk with someone about it. Fortunately, there are a number of organizations and associations that can help you cope. They can help answer your questions—or put you in touch with people who understand just what you're going through. These resources can be valuable for patients, family members or caregivers.

American Cancer Society
1599 Clifton Road, N.E.
Atlanta, GA 30329-4251
(800) ACS-2345 www.cancer.org

Cancer Care, Inc.
275 Seventh Avenue
New York, NY 10001
(800) 813-HOPE www.cancercare.org

Family Caregiver Alliance
690 Market Street, Suite 600
San Francisco, CA 94104
(415) 434-3388 www.caregiver.org

National Cancer Institute
Public Inquiries Office
Building 31, Room 10A31
31 Center Drive, MSC 2580
Bethesda, MD 20892-2580
(800) 4-CANCER **www.nci.nih.gov**

National Coalition for Cancer Survivorship
1010 Wayne Avenue, Suite 770
Silver Spring, MD 20910-5600
(877) NCCS-YES www.cansearch.org

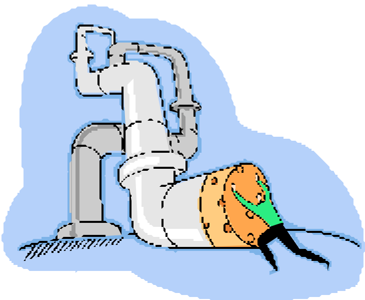
National Family Caregivers Association
10400 Connecticut Avenue, Suite 500
Kensington, MD 20895-3944
(800) 896-3650 www.nfcacares.org

Susan G. Komen Breast Cancer Foundation
5005 LBJ Freeway, Suite 250
Dallas, TX 75244
(972) 855-1600 www.komen.org

National Toll-Free Breast Cancer Helpline (800) 462-9273

Backflow Prevention

By Facilities



A backflow preventer is a mechanical device installed in a plumbing system to prevent water from flowing backward in a system. Backflow occurs in unusual circumstances, such as pressure drops in the public water system due to an outage or water main break, or water being pumped in a private system builds higher pressure than the public system, or water in a tank high above the ground flows backwards into the public system. If one of these rare events happens, there are three degrees of problems that the backflow may cause: pollutants, which affect the odor or color of water, but do not pose health hazards; contaminants, which may cause illness or death if ingested; and the most dangerous, lethal hazards, which are sewage and radioactive materials.

State and local regulations require a properly installed, tested, and maintained backflow preventer where water pipes enter a building or property to prevent altered water from entering the public water system.

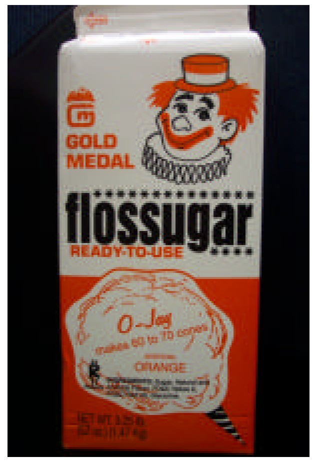
Helping to protect the quality of the water supply is **YOUR** responsibility after the water is delivered to your home or business. Please ensure that your backflow preventer is tested per your particular state and local city regulations and is in proper working order.

If you have any questions or concerns regarding your facility, please contact the Facilities Department at 972/258-5643. Thank you!

Falling into Fun with

"Autumn-atic"

ORANGE OUTBURST COTTON CANDY



To start out the Fall Season with some FUN, TWO cases of "Autumn-atic" Orange Outburst Cotton Candy will be drop shipped to every store starting Monday Oct 17th.

➔Display the new cotton candy with the other colors you are currently using.

➔This is a one time drop ship and there will be no reorders.

➔And don't forget, have FUN Suggestively Selling the "Autumn-atic" Orange Outburst Cotton Candy to all of your guest.



Complaints

Weekending October 9, 2005

Midwest Region:

101,341,360,581 & 575

Western Region:

857,594,761,462,558,721,717,631 & 959

Southern Region:

616,382,664,628 & 601

Northern Region:

472,625,499,496,682,65,510,528,82,67, 849 & 523

WEEK 40



TOP TEN SALES VOLUME

LOCATION	VOLUME
1. BELL, CA #446	$78,063
2. SUN VALLEY, CA #418	$70,144
3. STOCKTON, CA #631	$66,289
4. BRONX, NY #523	$64,384
5. LYNWOOD, CA #377	$62,972
6. KENDALL, FL #438	$61,304
7. BROOKLYN, NY #522	$60,592
8. VENTURA, CA #453	$60,258
9. PEMBROKE PINES, FL #43	$58,963
10. QUEENS, NY #513	$58,487

Compliments

Weekending October 9, 2005

Midwest Region:

552,571 & 737

Western Region:

81,309,415,596 & 300

Southern Region:

703,759,66 & 612

Northern Region:

No Compliments...

Better Luck Next Week!



TOP TEN SALES INCREASE

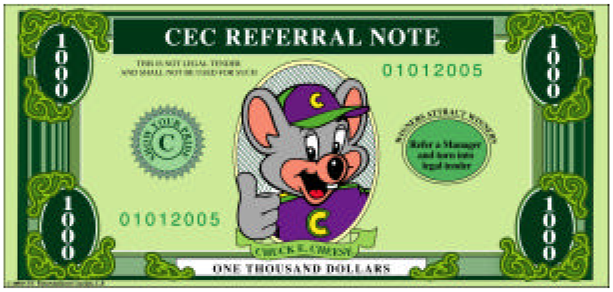
LOCATION	% INCREASE
1. JENSEN BCH, FL #690	75.9%
2. GOLDSBORO, NC #386	56.5%
3. BRICK, NJ #500	55.6%
4. LAFAYETTE, LA #715	54.5%
5. WEST ISLIP, NY #511	52.3%
6. MOBILE, AL #560	48.9%
7. MIDDLETOWN, NJ #480	44.0%
8. KATY, TX #598	43.8%
9. MAYS LANDING, NJ #518	43.2%
10. PATCHOGUE, NY #496	42.7%

Want to earn a cool $1,000??

Check out the current management and technician opportunities!!

Do you know a Winner?

Call the Referral Hotline 972-258-5552



THANK YOU $1,000 TIMES OVER!!

Susan Mrozek #843
Justin Wilson #831
David Smithers~RT
Jasmine Stimson #333

You will receive $1000 for your referrals, **Alicia Jenkins, Mark Sears, Shelley Mehta, Christopher Mrozek** in next week's mail!

Northern Region

Jensen Beach, FL – Mgr, Ast Mgr
Hialeah, FL – Mgr
Wilkes Barre, PA – Tech
Doylestown, PA – Mgr
Levittown, PA – Mgr
North Wales, PA – Mgr
Vaughan, ONT – Mgr, Tech
Whitby, ONT – Mgr
Mississauga, ONT – Mgr
New Loundon, CT – Mgr
Waterbury, CT – Tech
Orange, CT – Mgr
Worcester, MA – Mgr
Everett, MA – Mgr
Newington, CT – Tech
Manchester, CT – Mgr
Rochester, CT – Mgr
Greece, NY – Mgr
Amherst, NY – Mgr
Albany, NY – Mgr
N. Bergen, NJ – Tech
Union, NJ – Mgr
Harlem, NY – Mgr, Tech
Bronx, NY – Mgr
Wayne, NJ – Mgr
Nanuet, NJ – Tech
Staten Island, NY – Mgr
Hempstead, NY – Tech
Princeton, NJ – 2 Mgr
W. Long Branch, NJ – Mgr
Mays Landing, NJ – Tech
Cherry Hill, NJ – Mgr
Pensacola, FL – Tech
W. Orlando, FL – Mgr
Ocala, FL – Mgr
Clearwater, FL – Mgr
Lakeland, FL – Tech, Mgr
Tampa, FL – Tech
St. Louis, MO – Mgr
Janesville, WI – Mgr, Tech
Greenbay, WI – Mgr
Racine, WI - Tech

Southern Region

Atlanta, GA – Mgr
Kennesaw, GA – Tech
Greensboro, NC – Mgr
Bel-Air, MD – Mgr
Buford, GA – Mgr
Hattisburg, MS – Mgr
Gulfport, MS - Mgr

Midwest Region

Jonesboro, AR – Ast Mgr
Mansfield, OH – Mgr, CC, Tech
Columbus, IN – CC
Sharonville, OH – Mgr
Dublin, OH – Mgr
Troy, MI –Tech
Roseville, MI – Mgr
Sterling Heights, MI – Mgr
Rochester Hills, MI – Mgr, Tech
Houston/Sugarland, TX – Mgr
Lake Jackson, TX – Mgr
Woodlands, TX - Tecj
Indy Wash. Square, IN – Mgr
Indy Castleton, IN – Mgr
Bloomington, IL – Tech
Darien, IL – Mgr
Gurnee, IL – Mgr
Melrose Park, IL – Mgr
St. Paul, MN – Mgr
N. Hills, PA – Tech
Skokie, IL – Mgr
Kedzie, IL – Tech
Des Moines, IA – Mgr
Muncie, IN – CC

Western Region

Vancouver, WA – Mgr
Stockton, CA – Tech, Mgr
Sacramento, CA – Mgr
San Diego, CA – Mgr
Hemet, CA – Ast Mgr
El Centro, CA – Ast Mgr
Escondido, CA - Mgr
Le Mesa, CA - Mgr
Pasadena, CA – Mgr
San Bernardino, CA – Mgr
Glendale, CA - Mgr, Tech
Las Vegas, NV – Mgr
Thousand Oaks, CA – Ast Mgr
Granada Hills, CA – Mgr
Ventura, CA - Mgr
Dublin, CA – Ast Mgr
Salinas, CA – Mgr, Tech
Rohnert Park, CA – Mgr
Hayward, CA – Tech
Diamond Bar, CA – Mgr
Placentia, CA – Ast Mgr
Pico Rivera, CA – Mgr
Garden Grove, CA – Mgr
Palm Desert, CA - Tech
Amarillo, TX – GM, Ast Mgr
Garland, TX – Mgr
Tyler, TX – Mgr
Grand Prairie, TX – Mgr
Midland, TX – CC
Aurora, CO – Mgr
Wichita Falls, TX – Mgr
Sherman, TX – Ast Mgr



Chuck E. Cheese

4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972.258.8507
E-mail: chuckecheese.com

"Where a Kid can be a Kid!"



Tech Support

Hey Guys & Gals if you would like to share something in the Chuck E. Focus feel free to contact me directly at ext. 5448 or e-mail me at:

ebriggs@cecentertainment.com

I look forward to hearing from you!



Erica Briggs

Sr. Admin, Operations

The SPT Technical Support Department has added two new hard drives available for purchase which are the Arctic Thunder hard drive and the R11 hard drive for the coloring book game. Please call the SPT Technical Support Department should you need a replacement hard drive.

As a reminder we also provide advance replacement Sketch Book printers. When you place an order please have the model # of the printer (1200 or 1300) that you will need to be shipped to you. The model # can by found on the front cover of the printer. The cartridges used in the two models are not interchangeable.

We have also been finding that the printers that are coming in for repair are starting to have a lot of cartridge dust inside the printer indicating that refill cartridges are being used. Please remember that refill cartridges are never to be used and cartridges should always be purchased from the SPT Parts Department.

The part numbers are as follows

GSB-0002 for 1200 series printer and cost $54.07

GSB-0002N for the 1300 series printer and cost $60.51

Parts Specials

Relays for the Amutec type "C" timers (Newer style timer with a single volume pot found in the CEC Photo Ride) now cost $1.24 and the part number is AMT-00996.

Relays for the Amutec type "B" timers (Older style timer with a volume pot and time adjust knobs) now cost $4.06 and the part number is AMT-0099

Relays for the ELY CPU board at a cost of $1.21 part # MPA-0001

SPT Parts Department can be reached at 785 862 6005

SPT Technical Support can be reached at 785 862 6002

Please continue to visit our web site at www.bbs.cecentertainment.com

We recently added schematics for the Neo Tec monitor model # NT3602-3500-3501

Chuck E. Cheese

Chuck E. FOCUS





October 21, 2005





Inside this issue:



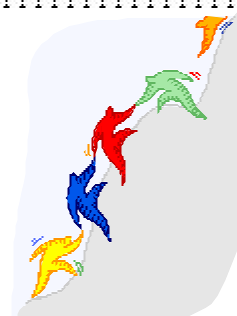
In The Spotlight…

Steve Spillane

Look for opportunities to make people feel important.

Attleboro, MA #464

Managers Making Magic!

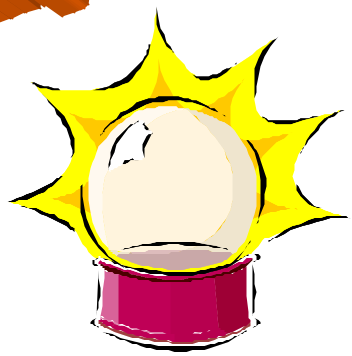


Make Magic Bradenton, FL #720

Northern Region ~ Hamid Javidan's District

Hi, this is **Timothy Gracey**, I have worked for the company for 3 years now and this has been the best three years of my life. But I don't owe it all to Chuck E. I wanted to write you a letter of thanks that I hope my old GM will get to see in the newsletter someday! My GM was **Debby Dodds**, she was with the company for 11 years and unfortunately she couldn't stay with us. Family problems lead her to leave the state and her job. However, that's enough sad stuff (I wanted to tell you about my three years, not her leaving). **Debby** was an inspiration to me and she opened my eyes to the Chuck E. world. She hired me right off the bat when I turned 16 and taught me everything that she knows. Over my three years I learned everything there is to know about merchandise (even attended a merch meeting in Tampa to partake in a test market) that's where I met **Trey Shingler** (also a big inspiring factor in my career choice) we had fun and kept in touch to this day, Debby always encouraged me to go corporate with my merch skills. I also learned to make deposits break drawers and everything else you could do in our store. I went to Tampa for training in July and was certified in 5 days! **Debby** always pushed me to do my best. She taught me how to budget to do the P and L and much more I am sure if she was here now she would be proud of me I only wish her the best and hope she does me to. I will move on and never forget her. You are my shining star of inspiration, **Debby Dodds**. Sincerely, **Timothy Gracey**





Make Magic Towson, MD #079

Southern Region ~ Jamie Brewster's District

Great Leadership From GM ~ Chad Weller

I am writing to compliment you on one of your store managers, who really helped us out this past weekend. This past weekend, my 7 year old son's birthday party was scheduled at one of your competitors in Towson, MD, Jeepers. Over 30 kids and parents were invited. Less than one hour before the party was supposed to start, Jeepers called to say that it had a flood and that the party would have to be postponed. My son overheard this and obviously was very upset. My wife wanted to quickly call everyone so that they didn't needlessly drive to Jeepers, but I suggested that we call the **Towson, MD** Chuck E. Cheese's location to see if they could handle the party on such short notice. The manager at Chuck E. Cheese's, **Sherrell,** was extremely understanding and told us that she would help us. We got everyone to divert to Chuck E. Cheese's and the party was a great success. **Sherrell** could not have been more helpful. She is a real asset to your organization. Thank you.

Winterizing Your Landscaping Sprinkler Systems

By Facilities



The following is a suggested schedule of when you should winterize your landscaping sprinkler system depending upon your area of the country:

In the Northern states, irrigation systems should be deactivated (turned off completely) by October to avoid broken pipes and heads following the first freeze.

Central states should deactivate their systems by November to avoid irrigation system damage as the ground temperature drops.

In California and the Southern states, irrigation deactivation may not be necessary, but there are some winterization steps that should be taken in the late fall to avoid cold season damage. Talk to your landscaper to determine what should be done.

NOTE: If the Landlord is responsible for your landscaping, he/she will be responsible for deactivating the system as well.

For those of you that receive snowfall, verify if you or your Landlord is responsible for parking lot snow removal. Facilities can check your lease for you if you are unsure of responsibility. If you are responsible, have that contractor lined up ahead of time, with agreed upon pricing, and post their number for the Manager's On Duty to see and use.

If you have any questions or concerns, please contact the Facilities Department at 972/258-5643. Thank you!

From Store Accounting…

As you all know, gift cards for the holidays have been shipped or are in transit. To keep replenishment down and guest sales up, most locations received the amount of cards sold last year during the holiday season. Unless are needing additional holiday gift cards, keep all summary logs labeled "Holiday Inventory" until the holiday season is over.

Please budget for an expense on your November P&L for the cost of Gift Cards. Each location will be charged $45.06 in the Guest account #8131065. You may contact Bryan Thompkinson at ext. 5442 with any questions you may have regarding gift cards.

From Marketing…

Be on the Lookout for:

In-Store Marketing Materials the week of Oct 24-28th

These materials will include:

3 Packages of 100 Table Tent Inserts
1 My Little Pony (Outside) Window Cling
1 Holiday Hours Cling
4 Holiday Gift Card Register Inserts

Merchandise Reminders

Balloon Standard

Just a reminder the Balloon Standards are as pictured:



Kid Check Standard
5 white latex



Front Counter Standard
5 multi-colored latex
5 foil

➔Once you run out of the Super Chuck Foil Balloons, start using the Chuck E Face Foil Balloons.

➔Orders can be placed through McLane, item # 687764

Glitter Lamp Bulb

➔Do you have Glitter Lamps that have burnt out? Or the bulb never worked?

➔Call the Merchandise Dept and we will send you replacement bulbs.

➔972-258-4252

Powerade Mountain Blast Reminder

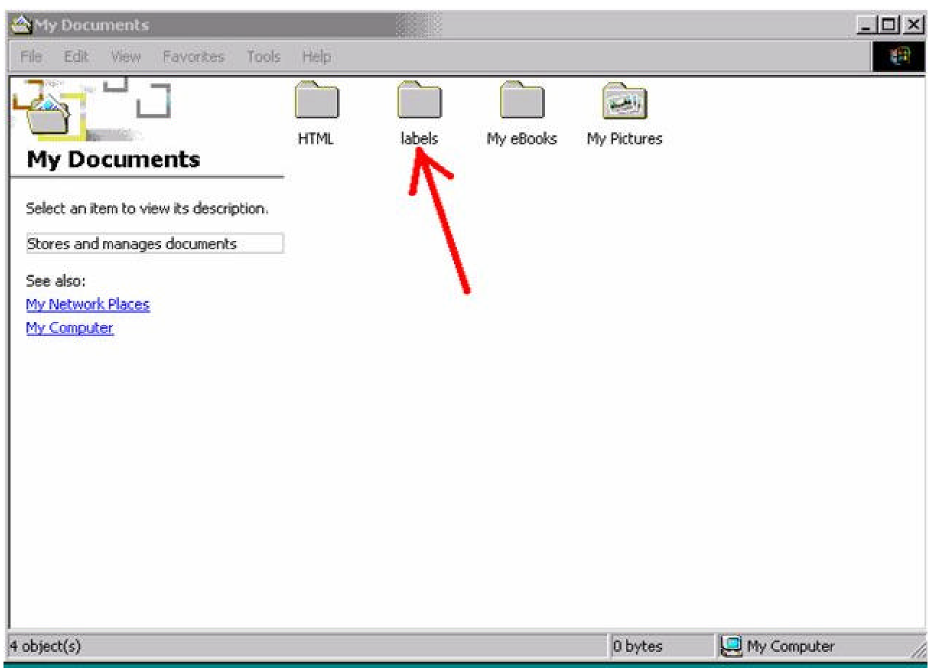
By now you should have received the Powerade Mountain Blast and Beverage Quality information. This package included a memo regarding Powerade Mountain Blast and Beverage Quality, a Beverage Quality poster, CEC beverage line up information, and Powerade labels and line tape. In addition, you should have received a two or three case shipment of Powerade Mountain Blast with your last Mclane delivery.

If you have not received the information or the product delivery, or have any questions, please call the purchasing department.

Training Department Updates...

To help you keep your dry storage and walk-in areas NCO you will now be able to print out your own labels!

Simply order item #11035-10-00 (White Laser Sheets) from the Day Dots order form in your Manager's Red Book and print them directly from the store's computer. Each package comes with 825 labels for $9.92.



POS will be downloading the list of labels into the My Documents folder in your store's computer very soon. Follow the printing directions and you will have the power of printing as many or few labels as you need any time you want! Remember to look for this new file coming soon!

Please contact the Training Dept. with any questions at ext. 5449.

DAYLIGHT SAVINGS TIME ENDS...

October 30th we all fall backwards one hour!



ERIC NAVAREZ SAVED A LIFE!

PATCHOGUE, NY #496



It's absolutely true! Fast thinking Eric from Patchogue NY was summoned from home base when one of his guests, a partially paralyzed woman was choking. Another woman was attempting to administer the Heimlich Maneuver unsuccessfully when Eric jumped in and instructed the woman he'd take over. A couple of thrusts later and the food was dislodged. If not for some great Army training and Eric's fast thinking, this poor woman could be in a whole different place right now. We all should learn from Eric and get instruction in first aid, CPR and the Heimlich. Who knows… one day you can be the HERO that Eric Navarez as become. You've saved a life Eric, you should feel very very proud of yourself. WE ARE!



Who could be the next quarterly REFERRAL BONUS winner??



Could it be you??

Watch the newsletter for details on the next lucky winner....

Marketing Update

We are sending out our first E-coupon to the 1.4 million guests in our E-mail database. If you would like to be included on monthly marketing communications to our guests, feel free to sign up for our monthly newsletter at http://chuckecheese.com/html/savings2.html. Here are the new coupons available through this e-mail. Contact the POS Dept. if you have any questions about coupon code #173. E-Marketing questions can be directed to Ryan Linders at x4281.

$19.99 Chuck E-Deal

Code #173

1 Large Pizza (1-2 toppings)

4 Soft Drinks

28 Game Tokens

(Offer Expires 11/30/05)

BELOW OFFER AVAILABLE IN CANADA ONLY

$24.99 Super Family Fun Pack

1 Large Pizza (1-2 toppings or the Super Combo)

4 Soft Drinks

24 Game Tokens

(Offer Expires 11/30/05)

Complaints

Weekending October 16, 2005

Midwest Region:

796,556,341,557,736 & 555

Western Region:

937,320,451,446,324,363,373,371,49 & 315

Southern Region:

936,98,706,602,869,74,2-474 & 92

Northern Region:

726,472,527,2-499,2-751,780 & 525

WEEK 41



TOP TEN SALES VOLUME

LOCATION	VOLUME
1. BELL, CA #446	$81,419
2. SUN VALLEY, CA #418	$77,375
3. BROOKLYN, NY #522	$65,062
4. BRONX, NY #523	$65,044
5. TORRANCE, CA #465	$63,997
6. STOCKTON, CA #631	$62,717
7. VENTURA, CA #453	$62,676
8. KENDALL, FL #438	$59,886
9. LYNWOOD, CA #377	$58,827
10. ARDEN WAY, CA #410	$58,553

Compliments

Weekending October 16, 2005

Midwest Region:

796,85,740,326,2-946 & 32

Western Region:

320,418 & 200

Southern Region:

869,365,79 & 385

Northern Region:

604,434,720,500,528,844,831,516 & 476



TOP TEN SALES INCREASE

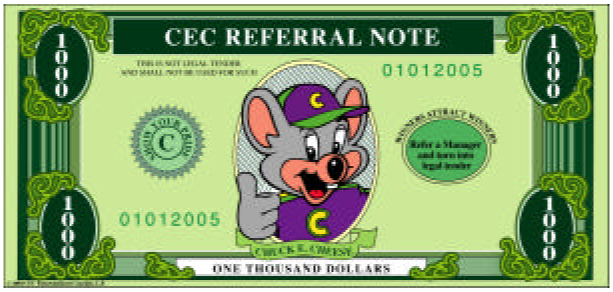
LOCATION	% INCREASE
1. JENSEN BCH, FL #690	75.9%
2. POUGHKEEPSIE, NY #505	98.3%
3. BURLINGTON, NJ #528	85.6%
4. EAST HANOVER, NJ #525	83.7%
5. BRICK, NJ #500	80.2%
6. DANVERS, MA #478	78.4%
7. AUSTIN BURNET, TX #936	75.5%
8. ALBANY, NY #520	75.3%
9. BURLINGTON, MA #488	74.4%
10. NEWINGTON, NH #471	120..8%

Want to earn a cool $1,000??

Check out the current management and technician opportunities!!

Do you know a Winner?

Call the Referral Hotline 972-258-5552



THANK YOU $1,000 TIMES OVER!!

Ronnie Watson #705
Troy Collins #117
James McAloon #831

You will receive $1000 for your referrals, **Lyle Crain, George Yaeger & Kerri Vansteenbergen** in next week's mail!

Northern Region

Jensen Beach, FL – Mgr, Ast Mgr
Hialeah, FL – Mgr
Wilkes Barre, PA – Mgr, Tech
Doylestown, PA – Mgr
Levittown, PA – Mgr
North Wales, PA – Mgr
Vaughan, ONT – Mgr, Tech
Whitby, ONT – Mgr
Mississauga, ONT – Mgr
New London, CT – Mgr
Waterbury, CT – Tech
Orange, CT – Mgr
Worcester, MA – Mgr
Everett, MA – Mgr
Newington, CT – Tech
Manchester, CT – Mgr
Rochester, CT – Mgr
Greece, NY – Mgr
Amherst, NY – Mgr
Albany, NY – Mgr
N. Bergen, NJ – Tech
Union, NJ – Mgr
Harlem, NY – Mgr, Tech
Bronx, NY – Mgr
Wayne, NJ – Mgr
Nanuet, NJ – Tech
Staten Island, NY – Mgr, Tech
Hempstead, NY – Tech
Princeton, NJ – 2 Mgr
W. Long Branch, NJ – Mgr
Mays Landing, NJ – Tech
Cherry Hill, NJ – Mgr
Pensacola, FL – Tech
W. Orlando, FL – Mgr
Ocala, FL – Mgr
Clearwater, FL – Mgr
Lakeland, FL – Tech, Mgr
St. Louis, MO – Mgr
Janesville, WI – Mgr, Tech
Greenbay, WI – Mgr
Racine, WI - Tech
Boca Raton, FL – Mgr
Kingston, ONT – Tech
Dartmouth, MA – CC
Newington, NH - Mgr

Southern Region

Atlanta, GA – Mgr
Kennesaw, GA – Tech
Greensboro, NC – Mgr
Bel-Air, MD – Mgr
Buford, GA – Mgr
Hattisburg, MS – Mgr
Florence, SC – Mgr
Alpharetta, GA – Tech

Western Region

Vancouver, WA – Mgr
Stockton, CA – Tech, Mgr
El Centro, CA – Ast Mgr
Escondido, CA - Mgr
Pasadena, CA – Mgr
San Bernardino, CA – Mgr, Ast Mgr
Glendale, CA - Mgr
Las Vegas, NV – Mgr
Thousand Oaks, CA – Ast Mgr
Granada Hills, CA – Mgr
Ventura, CA - Mgr
Dublin, CA – Ast Mgr
Salinas, CA – Mgr, Tech
Rohnert Park, CA – Mgr
Hayward, CA - Mgr
Diamond Bar, CA – Mgr
Placentia, CA – Ast Mgr
Pico Rivera, CA – Mgr
Garden Grove, CA – Mgr
Palm Desert, CA - Tech
Amarillo, TX – GM, Ast Mgr
Garland, TX – Mgr
Tyler, TX – Mgr
Grand Prairie, TX – Mgr
Aurora, CO – Mgr
Wichita Falls, TX – Mgr
Sherman, TX – Ast Mgr
Rockwall, TX- Mgr
San Bruno, CA - Mgr

Midwest Region

Mansfield, OH – Mgr, CC, Tech
Columbus, IN – CC
Sharonville, OH – Mgr
Roseville, MI – Mgr
Rochester Hills, MI – Tech
Houston/Sugarland, TX – Mgr
Lake Jackson, TX – Mgr
Woodlands, TX - Tech
Indy Wash. Square, IN – Mgr
Indy Castleton, IN – Mgr
Bloomington, IL – Tech
Darien, IL – Mgr
Gurnee, IL – Mgr
Melrose Park, IL – Mgr
Chicago, IL – Tech
Des Moines, IA – Mgr
Novi, MI – Mgr

Chuck E.

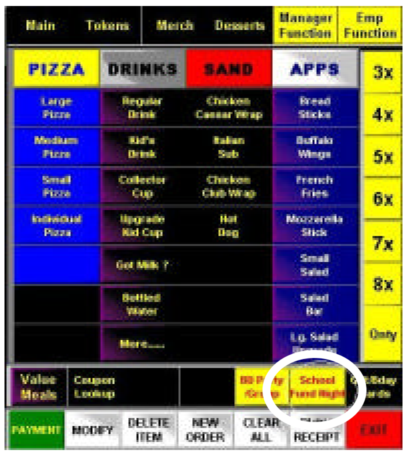
IMPORTANT SCHOOL FUNDRAISING UPDATE

Please Post

Recently, we have received a lot of complaints from schools concerning discrepancies in their donation amount. When this occurs, sales numbers are researched and an additional check is sent to the school. Less than half of these schools re-book future events when there is a discrepancy in their donation amount.

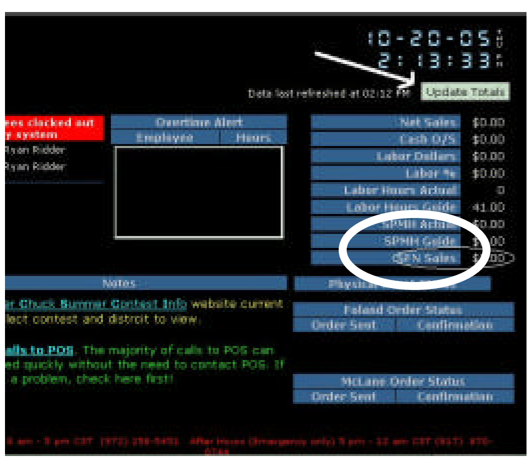
Please do the following to help ensure we are compensating our guests for their fundraising efforts:

1. During the event, every cashier should ask all guests if they are participating in the fund-raiser and press the "School Fund Night" button before taking their order. This is the ONLY way to capture sales that can be attributed to their fundraising event.



2. Do not release any financial information to schools during their fundraiser. An e-mail with this information is sent to the school the next business morning with the check amount the school will receive. A phone number and contact is given for any questions they may have.

3. At the end of the night, click update totals to check your fundraising $ amount as seen below. If you feel there is a discrepancy, please contact the Manager Hot-line at 1-888-778-7224



The 10% donation is a below the line expense and does not effect your store's P&L. Thanks in advance for helping maintain the credibility with this program. Contact Ryan Linders at x4281 with questions or comments.



Chuck E. Cheese

4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972.258.8507
E-mail: chuckecheese.com

"Where a Kid can be a Kid!"



Tech Support

Hey Guys & Gals if you would like to share something in the Chuck E. Focus feel free to contact me directly at ext. 5448 or e-mail me at:

ebriggs@cecentertainment.com

I look forward to hearing from you!



Erica Briggs

Sr. Admin, Operations

Sega Club Kart

On the Sega Club Kart game, it is very important that the steering wheel always be securely fasten to the steering shaft (Part # NCR-2005) There should be a lock washer on the bolt that attaches the steering wheel to the steering shaft. This helps keep the bolt from backing out and secure to the shaft, it is also a good idea to use blue lock tight to help keep the hardware secure at all times. Doing this will considerably increase the life of the shaft and prevent it from breaking.

Coastal Amusements Loose Change

The following IC locations will help you resolve and troubleshoot the following issues. All IC's are located on the ultra 3 boards.

1. **"Not taking coins" controlled by (U24) 74LS244, connector J6 Pin 5.**
2. **"Tickets" paying to many tickets or not reading ticket notch (U24) 74LS244. Ticket Motor controlled by (U47) 75451 (NTE 75451B)**
3. **"Large Display not working" If Plasma display is not working check for 12 volts to plasma display, also check J-4 pin 3 (gray/white wire) for continuity. May need to raise power supply to +5.4 volts DC.**
4. **"Switch not working" (Roll, collect, coin input, reset, attendant pay and coin error) controlled by U24 and the IC is a 74LS244. Goes to connector J6.**
5. **"Lamps not working" (Roll, Replay and Lockouts) connects at J-18, location U52 and the IC is a ULN2803.**
6. **"Solenoids not Working" the original Loose Change game was manufactured with two. Some locations may have only one. There should be one relay for each solenoid. They connect at J-15 Pin3 and 4. The relays are controlled by U-46 and the IC is a 75452 (NTE 75452B). Connector J4 controls the switches on the ramp for the solenoids. Position U22 is a 74LS244 and controls. The most common problem is that the balls get stuck in the metal bracket of the ramp. It is also very important to use the correct ball rubber ball from Coastal. Never use a racket ball or any other replacement.**

"Meters not working" the meters go to connector J-18 and are controlled by IC U-52 and U-51. U-52 is aULN2803 and U51 is a 74HCT259.

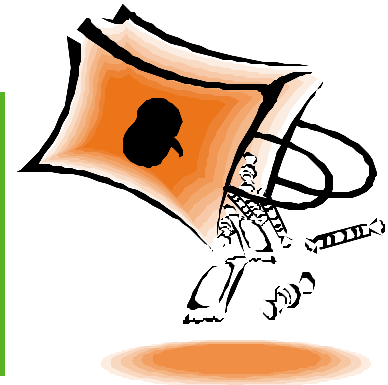
Please call Coastal Amusements at 732 905 6662 should you have any further technical questions regarding your Loose Change game. Or you can visit Coastal Amusements web site at www.coastalamusements.com our password is CEC51.



Chuck E. Cheese

Chuck E. FOCUS





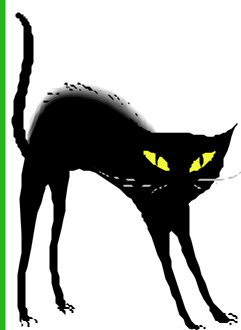
October 28, 2005

Inside this issue:





In The Spotlight... Halloween



What's Chuck E's favorite drink on Halloween??

Ghoul-aid!!

Make Magic Canton, OH #740

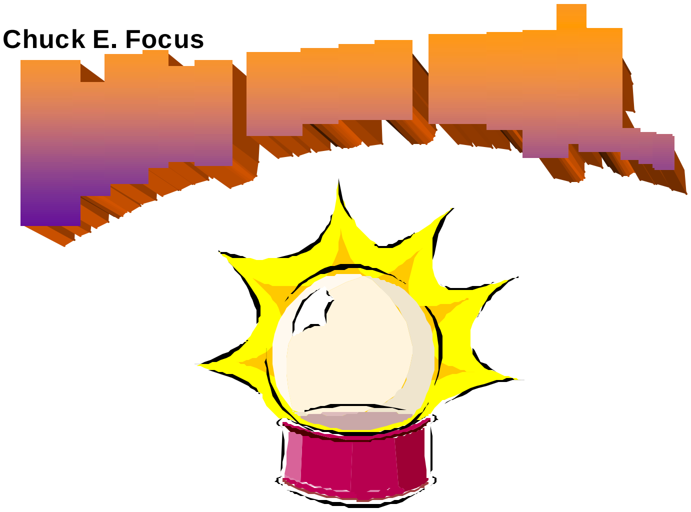
Midwest Region ~ Dennis Sanders District

Great Leadership From GM ~ Teresa Lemons



I must begin by telling you that I am not a "letter writer". I always have good intentions, but somehow, they never get down on paper. I am writing this letter today to commend one of your managers on her kind attention to my family. I am embarrassed it has taken me so long to praise her, but my family situation made it difficult for me to do so before now. You see, my 5-year-old son is a cancer survivor. He has fought a battle for the past 1 1/2 years, and he has won. On his fourth birthday, we wanted to do something special. We were not able to plan in advance due to his active treatment. We didn't know whether he would be in hospital. We didn't know whether his immune system could handle a visit to the outside world. But, on his 4th birthday, we went for it. We took him to Chuck E. Cheese in **Canton, OH** for an afternoon of fun---probably against the wishes of his doctor. When we arrived, there were, of course, parties going on and children playing. We mentioned to a staff person that we were there for our son's birthday and even though we were unable to schedule in advance, we were hoping he could meet Chuck E. It was then that we met General Manager, **Teresa Lemons**. **Ms. Lemons** not only managed a visit with Chuck E., she brought us a cake, sang to us, and gave my son his own Chuck E. Cheese doll. She even gave us coupons for a return visit. Through our tears, we could see what a special person she was. It is through the kindness of strangers like her, that we have seen the good come out of our struggle. And, **Ms. Lemons** certainly made our son's birthday one he will never forget. Thank you for giving us a little magic at a time when we surely needed it. Thank you for continuing to employ people who have our children's best interest in their heart.

Chuck E. Focus



Make Magic Modesto, CA #200

Western Region ~ Mike Roger's District

Great Leadership From GM ~ Edwin Barahona

I never thought that one of the best customer experiences I would ever have would be at Chuck E. Cheese. I had my son's birthday at the **Modesto, CA** location last minute on a Wednesday night (10/12/05). We had a good time and everything went fine. I was impressed with your manager, **Joshua**. As I was setting up he came over to me, introduced himself and let me know not to hesitate if I needed anything or had questions. These days, you have to wait for an eternity to get some help and that's when you've already spent time looking for someone and then asking ... and then waiting until they find you someone who can actually help you if they haven't already brushed you off and just said "Oh, I'm not sure ..." or "I don't work in that department." To have someone offer it first was very refreshing to hear. The fact that **Joshua** came over, shook my hand and introduced himself showed that he was a class act. I forgot whether I was at Chuck E Cheese or if I had accidentally went to some exclusive resort to have my 4 year olds birthday party. It was a very nice surprise. Here's the best part ... He followed through! I saw him send someone over to check in on us.

When I asked about the cake (I had brought my own ice cream cake), he was on top of it in a courteous way. My sister-in-law even took notice and made a comment. We noticed how he was juggling several things and still maintained to be very friendly, helpful and made sure customers were being taken care of quickly. He never missed a beat. I've worked in customer service, sales and retail for quite some time and consider myself a professional who sees excellent customer service as just the standard. I see bad service every day where it's become the norm. **Joshua** dispels that with confidence. He went above and beyond what I ever expected from a pretty hectic environment. I should also note that he let me know it was Chuck E Cheese's policy that customers weren't permitted to bring outside cups for use. I had brought my own decorations and the cups went with the theme my son loves. I was upset and they had cost me almost $20.00. I was worried that the store wouldn't take them back since they were sold individually and not in any type of pack with wrapping. **Joshua** handled it in such a professional manner that there was no way I could have turned into one of those customers who starts rants and raves over Thomas the Train cups. I spent a ridiculous amount of money. My guests are always taken care of, but I didn't care if I ordered too many pizzas, had salad bar plates that hadn't been touched or had enough tokens left over for the next kid's birthday party (we all know that one would never happen, though). I'm happy to spend my money where I'm appreciated. Thanks for making us feel like we were appreciated. **Joshua** was an incredible host that Martha Stewart would have trouble competing with. **Joshua** is an asset to your company. He's a class act in an environment filled with kids, pizza and overgrown mice. I noticed and others noticed and I thought you should know.

Daylight Savings Time Change Affects Sign and Lighting Timers

By Facilities



Daylight Savings time ends on October 30th. Please adjust your timers accordingly and observe your exterior lighting in the early evening to make sure they are coming on at the proper time.

As an evening ritual, walk around the entire building to verify all your parking lot lights, awnings, and signs are fully lit. If you have any outages, please contact the Facilities Department at 972/258-5643 and we will have them repaired. Please be specific as to the location of the signs (front, back, side of building) and as to which sign has the outages; i.e., pole sign, thumbchuck logo, channel letters. If it is channel letters, tell us which letters have outages.

Thanks and have a fun Halloween!

What kind of jeans do ghost wear?

BOO JEANS!



Reimbursement for any expenses:



Any reimbursement for travel, gas, etc must be approved by your district manager and submitted properly on an expense report to the support center. Location paid out's or product transfer forms are NOT acceptable ways of getting reimbursed. A copy of the approved expense report can be found on the BBS line. If you have any questions please don't hesitate in calling the support center or your district manager.



NOVEMBER 6, 2005 COUPON PROMOTION

All markets will be participating in a newspaper coupon promotion in November. Below is a detailed list by market with coupon versions.

SUPER FUN FAMILY PACK	**FUN TIME PACK**	**FUN MEAL DEAL**	**BIG BLAST PACK**
- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $20.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens ONLY $23.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 75 tokens ONLY $26.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $29.99 WITH COUPON

MARKETS:	LACROSSE	ROANOKE	YOUNGSTOWN
ALBANY, GA	COLUMBUS, OH	LANSING	ROCKFORD
AUGUSTA	CORPUS CHRISTI	LAS VEGAS	SAVANNAH
BATON ROUGE	DAVENPORT	LEXINGTON, KY	SHREVEPORT (TEXARKANA)
BEAUMONT	DAYTON/SPR.	LINCOLN	SIOUX CITY
BILOXI-GULFPORT	DES MOINES	LITTLE ROCK, AR	SIOUX FALLS
BIRMINGHAM	ERIE	LOUISVILLE	SOUTH BEND
BOISE	EVANSVILLE	MADISON	SPRINGFIELD, IL
BUFFALO	FT. SMITH/FAYETTEVILLE	MCALLEN-BROWNSVILLE	SPRINGFIELD, MO
CEDAR RAPIDS	FT. WAYNE	MOBILE/PENSACOLA	TOLEDO
CHARLESTON, SC	GREENBAY	NEW ORLEANS	TOPEKA
CHARLESTON, WV	GREENSBORO-WINSTON SALEM	NORFOLK/VA BEACH	TYLER/LONGVIEW
CHARLOTTE, NC	GREENVILLE, SC	OMAHA	TRI CITIES (JOHNSON CITY)
CHATTANOOGA, TN	HUNTSVILLE	PEORIA	WICHITA FALLS
COLUMBIA, SC	JOPLIN	RAPID CITY	WICHITA, KS
	KNOXVILLE	RENO	WILKES/BARRE-SCRANTON

SUPER FUN FAMILY PACK	**FUN TIME PACK**	**FUN MEAL DEAL**	**BIG BLAST PACK**
- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $19.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens ONLY $23.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 75 tokens ONLY $26.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $29.99 WITH COUPON

MARKETS:	DOTHAN	JOHNSTOWN/ALTOONA	MACON
ALEXANDRIA	EL PASO	LAFAYETTE	MONTGOMERY
AMARILLO	HATTISBURG, MS	LAKE CHARLES	ST. LOUIS
COLUMBUS, GA	JACKSONVILLE, FL	LUBBOCK	WACO

SUPER FUN FAMILY PACK	**BUY 40 TOKENS GET 40 TOKENS FREE**	**$9.99 LARGE PIZZA**	**BIG BLAST PACK**
- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $19.99 WITH COUPON	Get a total of 80 tokens Can be used with other offers	Buy any Large Pizza with 1 topping for only $9.99	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $29.99 WITH COUPON

MARKETS:

ATLANTA	DETROIT	MEMPHIS	PORTLAND, OR
AUSTIN	FLINT/SAGINAW	MIAMI	RALEIGH/DURHAM
BOWLING GREEN	GRAND RAPIDS	MILWAUKEE	SALISBURY, MD
CINCY	GRAND JUNCTION	MINNEAPOLIS	SAN ANTONIO
CHICAGO	HOUSTON	NASHVILLE	SAN DIEGO
CLEVELAND	INDIANAPOLIS	OKLAHOMA CITY	SHERMAN
COLORADO SPRINGS	JACKSON, TN	ORLANDO	TAMPA/ST. PETE
DALLAS/FT. WORTH	KANSAS CITY	PALM SPRINGS	TULSA
DENVER	LOS ANGELES	PITTSBURGH	WEST PALM

SUPER FUN FAMILY PACK	**BUY 50 TOKENS GET 50 TOKENS FREE**	**FUN TIME PACK**	**BIG BLAST PACK**
- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $20.99 WITH COUPON	Get a total of 100 tokens Can be used with other offers	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens ONLY $23.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $29.99 WITH COUPON

MARKETS:	BALTIMORE	SANTA BARBARA/SANTA MARIA	
ANCHORAGE	NEW YORK	SALINAS/MONTEREY	SEATTLE
BAKERSFIELD	OLYMPIA	SAN FRANCISCO	WASHINGTON DC

SUPER FUN FAMILY PACK	**BUY 50 TOKENS GET 50 TOKENS FREE**	**FUN TIME PACK**	**BIG BLAST PACK**
- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $21.99 WITH COUPON	Get a total of 100 tokens Can be used with other offers	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens ONLY $24.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $30.99 WITH COUPON

MARKETS:	BOSTON	PHILADELPHIA	ROCHESTER
ALBANY, NY	FRESNO/VISALIA	PORTLAND, ME	SACRAMENTO
ALBUQUERQUE	HARRISBURG, PA	PROVIDENCE	SPRINGFIELD, MA
BINGHAMPTON	HARTFORD	RICHMOND	SYRACUSE, NY

SUPER FUN FAMILY PACK	**FUN TIME PACK**	**FUN MEAL DEAL**	**BIG BLAST PACK**
- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $21.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens ONLY $24.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 75 tokens ONLY $27.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $30.99 WITH COUPON

MARKETS: PHOENIX - YUMA & EL CENTRO GREENVILLE, NC (JACKSONVILLE)

SUPER FUN FAMILY PACK	**FUN TIME PACK**	**FUN MEAL DEAL**	**BIG BLAST PACK**
- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $20.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens ONLY $23.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 75 tokens ONLY $26.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $29.99 WITH COUPON

MARKETS: NORFOLK/VIRGINIA BEACH

SUPER FUN FAMILY PACK	**FUN TIME PACK**	**BUY 40 TOKENS GET 40 TOKENS FREE**	**BIG BLAST PACK**	**SUPER BUFFET SAVER**
- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $21.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens ONLY $24.99 WITH COUPON	Get a total of 80 tokens Can be used with other offers	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $30.99 WITH COUPON	Get 5 free tokens with each buffet purchase **MARKETS:** MIDLAND, TX

MARKETS: YUMA & EL CENTRO

Call the POS department at 972/258-5451 if you have any questions about your registers. If you have any questions after hours, call 817/870-0744.

Please call Piper Ranne at 972/258-5489 if you have any questions about the coupon promotion.

Dennis Foland's Holiday Hours

DFI will be closed on the following days.

1. Thursday, November 24th and
   Friday November 25th
2. Monday, December 26th
3. Monday, January 2nd

If your order day is one of the following please make sure you place your order a day early.

If your ship day is one of the following it will go out on the next business day.

Please make sure you have enough Merchandise on hand so you do not run out around the holidays.

What is a ghost favorite midnight snack?

BOO Berry Pie &

I Scream!



Complaints

Weekending October 23, 2005

Midwest Region:

694,97,958,2-535,581 & 3-737

Western Region:

2-404,3-322,399,717,721,865,445,375, 732, 949 & 333

Southern Region:

600,71,636,972,301,628,72 & 964

Northern Region:

841,645,3-690,682,426,722,2-65,844,845 & 526

Compliments

Weekending October 23, 2005

Midwest Region:

47,544 & 571

Western Region:

2-453 & 339

Southern Region:

608,301 & 118

Northern Region:

2-650, 489, 839 & 526



WEEK 42



TOP TEN SALES VOLUME

LOCATION	VOLUME
1. BELL, CA #446	$82,593
2. SUN VALLEY, CA #418	$68,064
3. VENTURA, CA #453	$67,514
4. BRONX, NY #523	$58,117
5. TORRANCE, CA #465	$56,819
6. BURBANK, CA #109	$56,005
7. STOCKTON, CA #631	$55,596
8. CORONA, CA #407	$55,152
9. BROOKLYN, NY #522	$54,735
10. LYNWOOD, CA #377	$53,870

TOP TEN SALES INCREASE

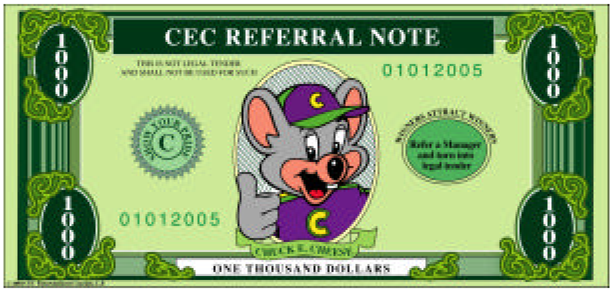
LOCATION	% INCREASE
1. LAFAYETTE, LA #715	53.7%
2. HOUSTON TX #571	49.6%
3. ALEXANDRIA, LA #048	41.7%
4. BLAINE, MN #795	35.0%
5. PASADENA, TX #691	32.2%
6. FRESNO, CA #042	29.4%
7. REDBIRD, TX #949	28.7%
8. HATTIESBURG, MS #566	27.7%
9. TOWN SOUTH, OK #888	26.8%
10. SAN BERNARDINO, CA #375	26.6%

Want to earn a cool $1,000??

Check out the current management and technician opportunities!!

Do you know a Winner?

Call the Referral Hotline 972-258-5552



Northern Region

Jensen Beach, FL – Mgr, Ast Mgr
Hialeah, FL – Mgr
Wilkes Barre, PA – Mgr, Tech
Doylestown, PA – Mgr
Levittown, PA – Mgr
North Wales, PA – Mgr
Vaughan, ONT – Mgr, Tech
Whitby, ONT – Mgr
Mississauga, ONT – Mgr
New London, CT – Mgr
Waterbury, CT – Tech
Orange, CT – Mgr
Worcester, MA – Mgr
Everett, MA – Mgr
Newington, CT – Tech
Manchester, CT – Mgr
Rochester, CT – Mgr
Greece, NY – Mgr
Amherst, NY – Mgr
Albany, NY – Mgr
Union, NJ – Mgr
Harlem, NY – Mgr, Tech
Bronx, NY – Mgr
Wayne, NJ – Mgr
Nanuet, NJ – Tech
Staten Island, NY – Mgr, Tech
Hempstead, NY – Tech
Princeton, NJ – 2 Mgr
Pensacola, FL – Tech
W. Orlando, FL – Mgr
Ocala, FL – Mgr
Clearwater, FL – Mgr
Lakeland, FL – Tech, Mgr
St. Louis, MO – Mgr
Janesville, WI – Mgr, Tech
Greenbay, WI – Mgr
Racine, WI - Tech
Boca Raton, FL – Mgr
Kingston, ONT – Tech
Dartmouth, MA – CC
Newington, NH - Mgr
Brandon, FL—Mgr
St. Charles, MO—Mgr

Southern Region

Atlanta Norcross, GA – Mgr
Kennesaw, GA – Tech
Greensboro, NC – Mgr
Buford, GA – Mgr
Hattisburg, MS – Mgr
Florence, SC – Mgr
Glen Burnie, MD—Mgr
Catonsville, MD—Mgr

Who knows who the winner of the next

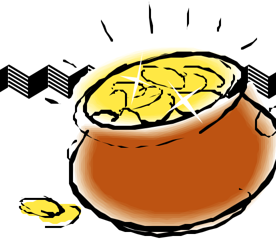
QUARTERLY REFERREL BONUS

drawing could be??

The Recruiting Prize Patrol knows....

And will be surprising the lucky winner soon!

More details to come!



Western Region

Vancouver, WA – Mgr
Stockton, CA – Tech, Mgr
Escondido, CA - Mgr
Glendale, CA - Mgr
Las Vegas, NV – Mgr
Dublin, CA – Ast Mgr
Rohnert Park, CA – Mgr
Hayward, CA - Mgr
Diamond Bar, CA – Mgr
Placentia, CA – Ast Mgr
Garden Grove, CA – Mgr
Palm Desert, CA - Tech
Amarillo, TX – Ast Mgr
Garland, TX – Mgr
Tyler, TX – Mgr
Grand Prairie, TX – Mgr
Aurora, CO – Mgr
Wichita Falls, TX – Mgr
Sherman, TX – Ast Mgr
Rockwall, TX- Mgr
San Bruno, CA - Mgr
Midland, TX—Mgr
Roseville, CA —Mgr
Lakewood, CA —Mgr
Lynwood, CA —Mgr

Midwest Region

Mansfield, OH – Mgr, CC, Tech
Columbus, IN – CC
Sharonville, OH – Mgr
Roseville, MI – Mgr
Rochester Hills, MI – Mgr, Tech
Houston/Sugarland, TX – Mgr
Lake Jackson, TX – Mgr
Indy Wash. Square, IN – Mgr
Indy Castleton, IN – Mgr
Bloomington, IL – Tech
Darien, IL – Mgr
Chicago, IL – Tech
Des Moines, IA – Mgr
Novi, MI – Mgr
Dublin, OH—Mgr
Crystal Lake—Mgr





Chuck E. Cheese

4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972.258.8507
E-mail: chuckecheese.com

"Where a Kid can be a Kid!"



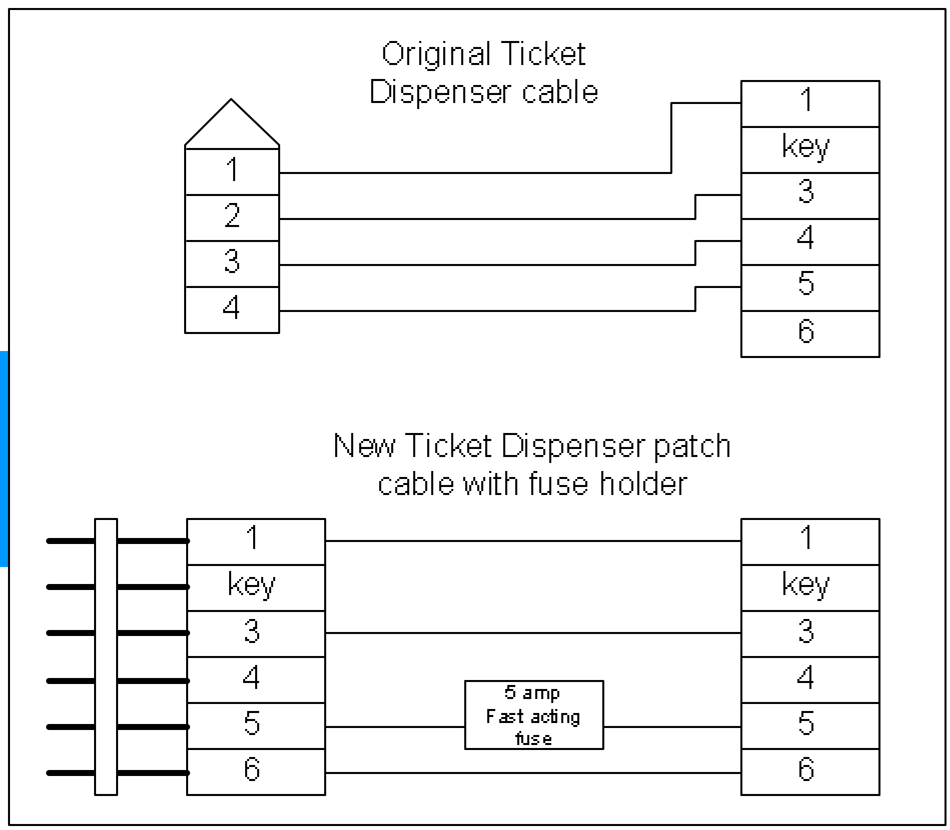
Tech Support

Ticket Dispenser Patch Cable with Fuse Holder for the Raptor Captor Game made by Five Star Redemption. If you have this game please check to be sure this patch cable has been installed. Below are instructions on how to install.

1. Disconnect original ticket dispenser cable from the VTMUX board which is connector P28.
2. Connect the original ticket dispenser cable to the patch cable with fuse holder as shown in picture below.
3. Connect the new patch cable into the VTMUX board at P28.

If the fuse should fail, always replace with a 5 amp fast acting fuse.

Please call Five Star Redemption at 818 773 6057 should you have any questions.



Hey Guys & Gals if you would like to share something in the Chuck E. Focus feel free to contact me directly at ext. 5448 or e-mail me at:

ebriggs@cecentertainment.com

I look forward to hearing from you!



Erica Briggs

Sr. Admin, Operations

CHUCK E. FOCUS - OCTOBER 2005 ISSUES
(FOUR ISSUES - 10/7/05, 10/14/05, 10/21/05, 10/28/05)

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